



CONTINUOUS RECRUITMENT EXAMINATION OPEN TO THE PUBLIC INFORMATION TECHNOLOGY TECHNICIAN

ANNUAL \$41,230
SALARY: \$52,345

SALARY
GROUP: EU 17

APPLICATION CLOSING
DATE: SEE BELOW

EXAM
NO: 071600CRDJ

SPECIAL APPLICATION AND EXAMINATION INSTRUCTIONS APPEAR BELOW. (REISSUED WITH DATES FOR 2012 - 2013)

PURPOSE OF CLASS: In a state agency this class is accountable for performing a full range of basic technical work involving infrastructure systems support in an Information Technology (IT) environment.

MINIMUM QUALIFICATIONS REQUIRED

IN ORDER TO BE CONSIDERED FOR THIS EXAMINATION, YOU MUST INDICATE ON YOUR APPLICATION THAT YOU HAVE THE FOLLOWING EXPERIENCE AND TRAINING BY THE CLOSING DATE:

GENERAL EXPERIENCE: Three years of experience in information technology (IT) operations support or another IT related support area. [Note: For state employees this is interpreted at the level of Data Processing Operations Support Specialist 2.]

SUBSTITUTIONS ALLOWED: (1) College training in management information systems, computer science or information technology related area may be substituted for the General Experience on the basis of fifteen semester hours equaling six months of experience to a maximum of two years. (2) For State employees, one year as an Information Technology Technician Trainee may substitute for the General Experience.

KNOWLEDGE, SKILLS AND ABILITIES: Knowledge of functioning and use of information systems and technology; knowledge of IT equipment; knowledge of help desk management tools and utilities; knowledge of computer operations and methods of preparing work for processing; knowledge of data control functions specific to job stream maintenance and documentation; basic knowledge of concepts of network and microcomputer operating systems; interpersonal skills; oral and written communication skills; technical problem solving skills; logic and analytical skills; ability to install and maintain microcomputer hardware, software and basic network components; ability to analyze and troubleshoot simple operational and data communications problems; ability to prepare and maintain records, logs and reports.

THE EXAMINATION WILL BE COMPOSED OF:	<u>PART</u>	<u>WEIGHT</u>
	EXPERIENCE AND TRAINING	100%

APPLICATION AND EXAMINATION PROCEDURE: In order to be considered for admittance into this examination, you must complete all parts of the examination application (CT-HR-12) detailing how you meet the minimum experience and training requirements stated above. Make certain your application form clearly details your employment history, including job titles, dates of employment and actual job duties as well as college degrees earned and current licenses and certifications. List and describe positions (job titles) you have held separately, even if with the same employer. **Be sure to detail your experience in the following: (a) computer operations and (b) other computer related support areas (e.g., performing technical work in input/output control, tape management or production control; performing basic help desk functions; installing basic computer hardware and/or network components; or computer programming).** Clearly describe the work duties (activities) that you personally performed in each position. **THIS MATERIAL WILL CONSTITUTE THE EXAMINATION FOR THIS CLASS.** Your examination will only be scored if you meet the minimum experience and training requirements outlined above. Mail applications to DAS/Human Resources, Room 404, 165 Capitol Avenue, Hartford, CT. 06106-1658 **(Secure Fax #860-622-2840)**. If faxing materials make certain that your application form is complete and transmitted correctly and without error. Incomplete faxes or faxes received blank because pages were faxed upside down will not be accepted. Due to the large number of applications received, we cannot confirm receipt of applications. **Applications must be date stamped by DAS/Human Resources or postmarked by OCTOBER 22, 2012 for the DECEMBER 4, 2012 grading date; and by OCTOBER 22, 2013 for the DECEMBER 4, 2013 grading date.** Applicants must meet the experience and training requirements by the closing date for the exam administration they are applying for. **A separate application form must be submitted for each exam you are applying for.**

FORMS: Application forms (CT-HR-12) and exam announcements are available from the Department of Administrative Services (<http://das.ct.gov/employment>) or at any one of the Offices of the Connecticut State Job Centers.

(revised October 1, 2012)

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, persons with disabilities and military veterans.